

# North East Lincolnshire CCG Engagement plan



## Easy Read



This easy read plan tells you about North East Lincolnshire CCGs plans for working with local people. May 2016

## Introduction

North East Lincolnshire Clinical Commissioning Group (CCG) is a local group that runs the NHS in North East Lincolnshire. It works with other NHS trusts and members of the public to make a better NHS.



**NHS**  
**North East Lincolnshire**  
**Clinical Commissioning Group**

North East Lincolnshire CCG is different to other CCGs because it is in charge of adult social care as well as health. This is good because it means that health and social care services are more joined up.



This easy read tells you about how we will work with and talk to local people to plan our services.

## Important Plans

There are lots of national and local policies that say when we are planning services we need to work with and talk to more communities.



## How we work with the public

There are lots of reasons why it is important for North East Lincolnshire CCG to talk to and work with local communities about the services they use.

### **We think that by working together with local people our CCG will:**

- Know what local people want; this will mean it can buy the services people want and need.
- Know what people who use our services think, so we can see what is working or not working.
- Have services that local people want to use.





**To be able to do this North East Lincolnshire CCG needs to get better at:**



- Talking to and listening to patients, carers and other people.



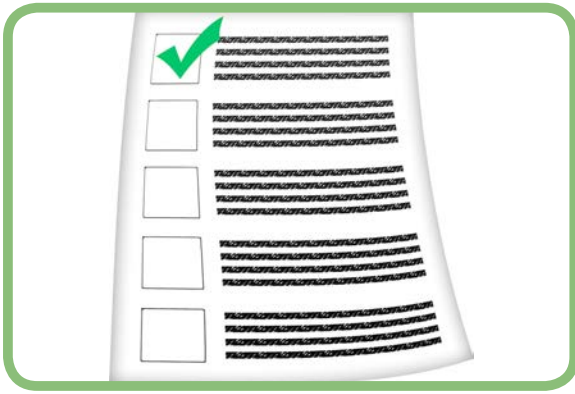
- Making sure the views of people who use our services are at the centre of our work.



- Talking to and listening to staff, local groups and other professionals.



To be able to do this North East Lincolnshire CCG will use “The Ladder of Participation” and the “Engagement Cycle”.

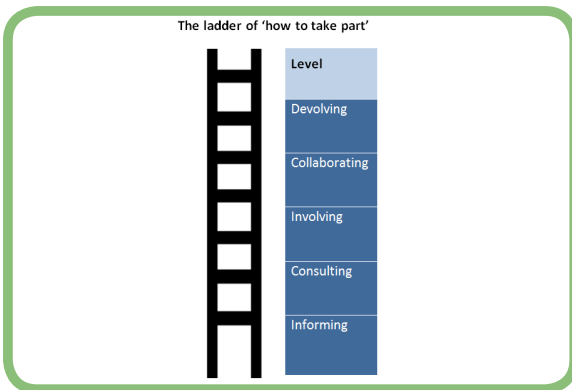


The ladder of participation below talks about the different ways that patients and the public can be involved in planning local services.

## The Ladder of Participation

### Devolving - this means sharing power

The CCG will give local people a chance to make decisions. For example, this could be on personal health budgets, or what health and social care services a local community wants.



### Collaborating- this means working together

The CCG will work in partnership with local communities to plan and buy services.



## **Involving - this means working with**



The CCG will work with local communities and people who use services to make sure their worries are listened to. For example, this could be at partnership boards.

## **Consulting - this means asking people what they think**



The CCG will find out what people think about services and what changes they would like to see. For example, asking questions, visiting people's homes.



## **Informing - this means telling people**

The CCG will make sure people have good information about health and social care. For example, by using websites or newsletters.



## **The Engagement Cycle**

The Engagement Cycle helps commissioners (people who buy services) think about how they work with people who use services.

## The Engagement Cycle looks at 5 things:



1. Finding out what communities want now and in the future.



2. Writing plans with people who use services.



3. Working with patients and carers to make services better.



4. Patients and carers being involved in buying services.



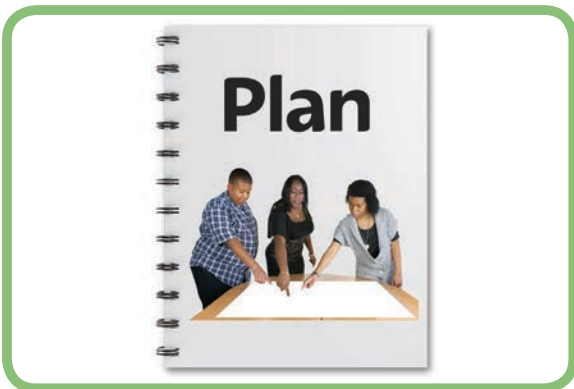


5. Patients and carers checking how well services are working.

When commissioners use each of these 5 things people feel valued and services work well.



North East Lincolnshire CCG wants people to be involved at all levels of services so they are person centred.



## Working with people

NHS England wrote a big plan called 'Putting Patients First'. This plan said that it is really important that CCGs work with patients to make sure services are person centred.



Working with local communities  
North East Lincolnshire CCG will work with different community groups.





## We will:

- Work with communities in a place they know; this might be where they live or where they work.



- Work with communities who all share the same interest. For example, there may be a group of people who all have back problems.



- Work with groups of people who share the same aim.



- Some people may be part of more than one community.

## Working with partners

The CCG will work closely with lots of other organisations to plan and buy services for the future.



We have a list of organisations and groups who work with lots of people to make sure the whole community has a say.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Accord Membership Scheme

The CCG has made a plan about how to involve the local community. This plan says that the local community can tell the CCG what policies they want to know about. This will help people feel more involved when working with commissioners.

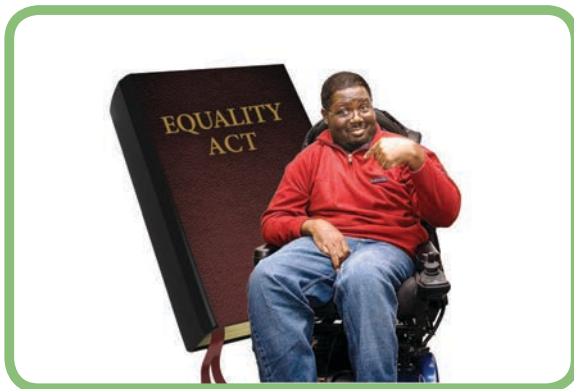


Members of Accord are given time to take part and can have their say as much or as little as they want. For example, getting information or making decisions as a group.



This group has a website and are on Facebook and Twitter. This means they communicate with people over the internet.

## Making sure we do what the Equality Act 2010 says



The CCG is making links with groups who work with people with protected characteristics to make sure they do what the Equality Act 2010 says. This law talks about different protected characteristics or things to do with a person:



- Age.
- Disability.
- Sex(if they are a man or a woman).
- Transgender - Transgender people are people who feel that the body they were born into is not right for them. This means they may want to change from being a man to a woman, or from a woman to a man.
- Being pregnant or having a baby.
- Race.
- Religion or belief.
- Sexual orientation (being straight, gay, lesbian or bisexual).





The Equality Act 2010 protects people in these groups from discrimination. Discrimination means treating someone worse than other people for some reason.

## Working with and supporting our staff so they feel valued



our staff are really important and we want to make sure they are happy and feel valued. The CCG will work and support staff to have a say and write plans for the future.

## How we plan to communicate with people



We have set up a group who will lead on this work. We have written a plan which shows what the CCG will do over the next 6 months and how we will talk to local people and communities.



You can see this plan by visiting our website <http://www.northeastlincolnshireccg.nhs.uk/>. This plan will be looked at after 6 months to see what is working/not working and we will make changes if we need to.





This easy read booklet was created by The Friendly Information Company for North East Lincolnshire CCG. May 2016

Some Graphics by Photosymbols.